

*There has always been leadership presence and authority on the park. An email introducing myself as the new GM was sent out in February.*

8. Cars entering the park from Quarry Road, there has been a few near misses due to the "blind" bend when people leaving the park turn left at reception to use Quarry Road. This is perceived as a safety issue and there is a feeling that at some point in the future an accident will happen. There have been a number of near misses. We would like your thoughts on this.

*We are discussing a couple of different options to prevent near misses and of course, accidents. Whilst we do this if anyone should experience any kind of near miss or witness reckless driving then please report it to the team.*

9. There seems to be a lot of cars parking in the main car park in the evenings. These are clearly not people visiting the gym, you only have to look at the attendance records to see this. If the locals are using the park's car park, then clearly this is wrong. Can you please address.

*We are aware there is a minority abusing use of the car park and we are putting together a plan to tackle this. We do also have the Swanage music society as well as gym / swim members using the car park.*

10. Marketing preferences, can you please address owners getting unwanted emails from your marketing department. The main complaint we get is the number of emails to people about upgrading when they still have a lengthy period left on their licence.

*Any owner that would wish to opt out of any emails need only to let us know.*

11. Communication, there is a feeling that communication is not joined up. Owners are writing to AR accounts dept and not getting replies. Surely any accounts queries could be handled by park staff. Owners feel they are being kept in the dark. For example, no communication over Xmas opening times for reception, pool, the restaurant and the gym. No email regarding the appointment of Lewis Ridley as new GM.

*We feel we are improving in regard to communications, with several comms sent out in recent weeks. There will also be a quarterly Owners newsletter. Park teams will deal with queries but may sometimes need to seek answers from head office, but all issues will be dealt with on park.*

12. Is the disabled changing room going to re-open.

*The changing room itself has re-opened, however it needs the correct signage and to be made more disabled friendly. We already have a plan for this and will be doing the work over the next couple of weeks.*

13. Itemised pitch fees with vat showing. Owners who are paying Darwin Capex are getting CPI increases added to the Capex which is wrong and should not happen.

*No increase is applied to the Darwin Capex – Any individual owners that wish to discuss this should contact Lewis who will be able to show how this is worked out. We take the previous*